

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

## Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children & Families		9. Position No. K0224133		23641	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Public Service Administrator II		
3. Division Kansas City Region			12. Proposed Class Title Public Service Administrator I		
4. Section Family Service		For  Use  By  Personnel  Office	13. Allocation		
5. Unit Economic & Employment Services			14. Effective Date		
6. Location (address where employee works)  City    Kansas City    County WY			15. By		Approved
7. (circle appropriate time) Full time    X    Perm.    Inter. Part time    Temp.    X    %			16. Audit Date:    By: Date:    By:		Position Number
8. Regular hours of work: (circle appropriate time)  FROM: 8:00    AM/PM To: 5:00    AM/PM		17. Audit Date:    By: Date:    By:			

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

This position provides administrative and clerical support to the Economic and Employment Services (EES) Program Administrator, Assistant Program Administrator and EES Program Improvement staff which allows them to focus on critical demands. The incumbent serves as a secretary, delegates and refers matters to other staff, compiles data, maintains spreadsheets, tracks reports and deadlines. The incumbent demonstrates initiative and independent judgment by attending to immediate needs and reassigning other matters to appropriate staff.

This position will also establish and maintain consistent and effective practices to assure high quality Reception Services in the Kansas City office and meet the increased demands for program compliance. Work to meet the increased demands for customer service.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

**Name    Laura Lee    Title    Assistant EES Program Administrator    Position Number K0068811**

Who evaluates the work of an incumbent in this position?

**Name    Laura Lee    Title    Assistant EES Program Administrator    Position Number K0068811**

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Under the direction of the EES Program Administrator, work is performed independently and requires the exercise of initiative, independent judgment and discretion in completing delegated administrative tasks. Work priorities are set independently and the employee is generally free to develop his/her own sequences and methods within the scope of established policies and expectations. Accordingly, the employee is reviewed for progress and conformance to established policies, procedures, regulations and expectations.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time			
No.	%	E OR M	
			The incumbent is expected to demonstrate a commitment to customer service and integrated service delivery. The incumbent will participate fully in integrated service team activities and work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.
1	25%	E	<b>Reception Services:</b> Establishes and assures consistent delivery of Reception and Greeter Services in Kansas City including Front Desk interface between customers, visitors and agency staff to assure program services are delivered as expected and agency interface with public entities and community partners occurs in a professional and effective manner; accurate handling of telephone contacts through office switchboard; prompt and accurate distribution of incoming mail and deliveries; safe and pleasant lobby environment and resources to promote customer and visitor self-service and ease of service access. Ensures the accurate handling of the EES BPR tracker as well as required Non-EES visitor logs. Direct and monitor procedures for ensuring compliance with state and federal regulations for EBT.
2	25%	E	<b>Supervision:</b> Supervises and directs the work of Reception Services staff. Hires qualified staff in compliance with human resource regulations and provides appropriate leadership, mentoring, guidance and direction. Establishes employee performance standards and expectations to ensure that employees fully understand assigned roles and individual responsibilities. Monitors performance, documents appropriately and provides regular feedback to ensure employees performance meets or exceeds expected standards. Troubleshoots on complex issues and recommends alternatives as appropriate to ensure responsible actions and minimize risk of liability. Develops and implements corrective action plans, takes informal disciplinary actions and recommends formal disciplinary actions as needed in accordance with the DCF Progressive Disciplinary Policy. Identifies employee training needs and takes necessary action to ensure employees have the training needed to effectively meet expectations and program outcomes.
3	30%	E	<b>Administrative Support for the EES Division:</b> Coordinates activities and information for the EES Division. Serves as the Regional Point of Contact for Central Office, KHPA, Quality Assurance, Office of Administrative Hearings, Social Security Medical Savings Applications, and other entities. Serves as one of the PRTF (Psychiatric Residential Treatment Facilities) contacts for the Region with responsibility for tracking and routing MS-2126 forms (Notification of Facility Admission/Discharge) to the appropriate person. Delegates or refers matters to various staff in the region. Distributes information to region including returned medical card lists, nursing facility daily rates, Quality Assurance reports, stuffers for reviews and appeal notices. Maintains reports and other data as directed. Receives, tracks and mails case files requested by Management Evaluation. Responds to questions and provides general program information to internal and external agency customers. Telephone calls and e-mail are received, pertinent and accurate information provided and inquiries are referred, as appropriate. Ensures that resource guides, agency information, directories and protocols are up-to-date. Maintains confidentiality at all times when dealing with both internal and external customers. Provides word processing and spreadsheet support to the Program Administrator, Assistant Program Administrator, and Program Improvement, developing statistical information and reports from a variety of data. Composes routine and high level, sensitive and confidential materials
4	15 %	E	<b>Coordinates Clerical Functions:</b> Identifies and appropriately distributes incoming mail, faxes and applications. Receives incoming case files in the Kansas City Service Center and distributes appropriately. Sends case files to KHPA and other offices. Retrieves closed cases and sends to requesting entity. Schedules conference rooms and places calls for KHPA appeals. May occasionally provide back-up clerical support in the absence of unit HSA's or Reception Service staff.
5	5%	M	<b>Special Assignments:</b> Works on special projects and duties as needed. This may include but is not limited to assisting the Work Program Unit by grading CASA tests for TAF mandatory work participants

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( X ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title	Position Number
Human Service Assistant	K0162982
Human Service Assistant	K0162985
Human Service Assistant	K0051433
Human Service Assistant	K0074297
Human Service Assistant	K0074767
Human Service Assistant	K0071352
Human Service Assistant	K0162645

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23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
- ( X ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ( ) Major program failure, major property loss, or serious injury or incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to complete work assigned could greatly disrupt work flow for other staff and adversely affect the welfare and well being of internal and external customers. The issuance of customer benefits may be delayed, resulting in hardship for the customer.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Contacts will vary depending upon tasks. Occasionally, functions as an intermediary for the Program Administrator in dealing with outside contacts. Daily contact with agency management staff, customers, general public, other offices and various officials to carry out the duties of the position and directives of the Program Administrator. Ongoing contact via telephone and e-mail with Central Office and other regional offices to receive and provide information.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

The position must occasionally deal with hostile customers who are upset with the program parameters or staff actions. The work environment involves every day hazards associated with normal office. The likelihood of injury is remote.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Personal computer with state access, fax machine, copier, and telephone use on a daily basis. Travel is not frequent.

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### **PART III - To be completed by the department head or personnel office**

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27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education – General  
High school diploma or equivalent

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Education or Training - Special or professional

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License, certificates and registrations

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Special knowledge, skills and abilities

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Experience - Length in years and kind

Two years of experience in general office, clerical and administrative support. Education may be substituted for experience as determined by the agency.

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28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Experience or education in computer software programs. Experience working with the public. DCF experience  
Bilingual in English and Spanish languages

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date